



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

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ATTORNEY GENERAL DARRELL V. MCGRAW, JR.  
SETTLES WITH LEVEL PROPANE GASES, INC., AN  
OHIO GAS DISTRIBUTING COMPANY, PROVIDING  
REFUNDS TO WEST VIRGINIA CONSUMERS

Attorney General Darrell V. McGraw, Jr. announced today that he has settled with Level Propane Gases, Inc., a propane gas distributor headquartered in Westlake, Ohio (Level). The court-approved settlement requires Level to offer refunds to West Virginia consumers who were overcharged for propane gas.

Attorney General McGraw's Consumer Protection Division filed suit against Level in May 2001, alleging that Level had violated state consumer protection laws. The complaint alleged, among other things, that Level had failed to deliver propane to consumers; gave consumers inaccurate or misleading information about scheduling, delivering, pricing and billing; and failed to honor its price guarantees for the term of the contract.

Level and the Attorney General's office reached a settlement earlier this month. "This settlement levels the playing field between consumers and Level Propane," said Attorney General McGraw. "Consumers were being taken advantage of under the terms of the old contract."

Pursuant to the terms of the settlement, Level agreed to offer a refund to all consumers who had been a customer of Level at any time during August 1998 until February 2001.

To review the settlement agreement and a list of fees that will be refunded, please visit the Attorney General's website at [www.wv.state.us/wvag](http://www.wv.state.us/wvag) or contact the Attorney General's Consumer Protection Division at 1-800-368-8808 or 304-558-8986.

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